

**AWDURDOD TÂN AC ACHUB CANOLBARTH A GORLLEWIN
CYMRU**



MID AND WEST WALES FIRE AND RESCUE AUTHORITY

**COFNODION CYFARFOD Y PWYLLGOR
ADOLYGU AC ARCHWILIO PERFFORMIAD
MINUTES OF THE PERFORMANCE REVIEW AND
AUDIT COMMITTEE**

**DYDD LLUN, 19 TACHWEDD 2007
MONDAY, 19 NOVEMBER 2007**

**PENCADLYS Y GWASANAETH TÂN
HEOL LLWYN PISGWYDD, CAERFYRDDIN**

**FIRE SERVICE HEADQUARTERS,
LIME GROVE AVENUE, CARMARTHEN**

10.30AM – 11.55PM

PRESENOLDEB/ATTENDANCE

Presennol yn y Cyfarfod/Present at Meeting:

CADEIRYDD/CHAIRMAN: P James

IS-GADEIRYDD/VICE CHAIRMAN: C Waller

AELODAU/MEMBERS: Cyng/Cllrs: J J J Davies, Mrs F M Jones, C Morgan, J D A Thompson

YMDDIHEURIADAU/APOLOGIES D R James, Mrs P Spender

YN BRESENNOL /IN ATTENDANCE: R Smith, L Aitken, A Howells, P Bates, R Rees, J Maunder

1. DECLARATION BY MEMBERS OF ANY PERSONAL INTEREST

None were declared

2. TO RECEIVE AND CONSIDER THE MINUTES OF THE MEETING HELD ON 1ST OCTOBER 2007

The minutes of the meeting held on 1ST October 2007 were received and approved as a true record.

3. TO RECEIVE THE FORWARD WORK PLAN 2007/08

The Clerk reminded Committee that at its last meeting Members had approved topics for consideration as part of its Scrutiny role. These have now been incorporated into the Committee's Forward Work Plan for 2007/08 which was attached for consideration.

Members further noted that the meeting scheduled for the 6th May 2008 had been rescheduled to the 7th April 2008 because of the Local Government Elections to be held on the 1st May 2008.

RESOLUTION

It was RESOLVED that

The forward work plan be approved

4. TO RECEIVE A REPORT ON THE BVPI PERFORMANCE MANAGEMENT REPORT APRIL – SEPTEMBER 2007

Members were informed that the Welsh Assembly Government had proposed the introduction of performance indicators for the Welsh Fire & Rescue Services. These indicators were currently out for consultation and the Service was preparing its response. The Service would continue to report against the established Best Value Performance Indicators, which would enable comparison with previous years' performance, and with Family Group and Top Quartile performance.

Consideration was given to a report showing the performance for each indicator for the April to September 2007 reporting period. Performance had been measured against Service targets and in comparison with Family Group and best performing (Top Quartile) Fire & Rescue Services where data was available.

Members considered a number of areas in detail and were pleased to note that the number of accidental dwelling fires continued to improve and indeed had exceeded the challenging targets set, evidence of the success of community safety activities in these areas.

In relation to false alarms caused by automatic fire detection apparatus,

performance against this challenging target had improved from the previous year and deliberate secondary fires, although off target, showed a significant improvement with vehicle fires continuing to reduce.

Members were generally impressed by the absence of red indicators and requested that letters of congratulation be sent to Control staff for their challenge of hoax calls and to County Commanders for the reduction in the number of automatic fire alarms.

It was also suggested that indications by means of arrows pointing up or down be made to show when targets were on an upward or downward trend.

RESOLUTION

It was RESOLVED that

- 1. The report be received and noted*
- 2. Letters of congratulation be sent to Control staff for their challenge of hoax calls and to County Commanders for the reduction in the number of automatic fire alarms*
- 3. Indications by means of arrows pointing up or down be made to show when targets were on an upward or downward trend on future reports*

5. TO CONSIDER THE RESPONSE TO WAG CONSULTATION ON PERFORMANCE MANAGEMENT FRAMEWORK AND PERFORMANCE INDICATORS

Members gave consideration to the response to the Welsh Assembly Government's consultation on a performance management framework for Wales and Welsh performance indicators.

The report addressed the three questions asked within the consultation document, as well as providing a response to the proposed framework and made specific comments on the proposed indicators.

Members were pleased with the positive response to the consultation and approved it for submission to WAG by the early December 2007 deadline

RESOLUTION

It was RESOLVED that

The response be submitted to WAG by the early December deadline.

6. TO RECEIVE AND CONSIDER A REPORT ON COMPLAINTS FOR THE REPORTING PERIOD APRIL 2007 TO SEPTEMBER 2007

The number of complaints received for the period April 2007 – Sept 2007 was 17, 1 of which was upheld and the total number of compliments received was 54.

The standard of complaint acknowledgement and investigation performance

remained generally good with 11 satisfaction questionnaires having been issued, 4 of which had not been returned. All complainants were informed that the non-return of a questionnaire indicated that they would be deemed to be satisfied with the way in which the complaint was handled.

The introduction of a customer care leaflet was discussed and a draft template would be created for consideration together with a review of the current customer feedback processes and procedures.

RESOLUTION

It was RESOLVED that

The report be received and noted

7. TO RECEIVE A REPORT ON BUSINESS RISK TOGETHER WITH AN UPDATE FROM THE BUSINESS RISK MANAGEMENT GROUP

Following the last Performance Review & Audit Committee held on the 30th July 2007 where a proposal for the Service to establish a Business Risk Management Group was approved by Members, the first meeting took place on 15th October and a copy of the minutes were attached for information. It was noted that the Terms of Reference and a defined Policy had been established and agreed by Members of the Group.

RESOLUTION

It was RESOLVED that

- 1. Members note the requirements for the establishment of the Group and endorse the Policy and Terms of Reference*
- 2. The minutes of the Business Risk Management Group would be submitted to the Performance Review & Audit Committee*
- 3. In the absence of the Chair, the Vice Chair or another Member of PRAC be invited to attend meetings in his absence*

8. TO RECEIVE A REPORT FROM THE AUTHORITY'S INTERNAL AUDITORS

Mr Huw Thomas, Audit Manager from Carmarthenshire County Council, attended the meeting to present a draft audit report on the payroll review 2007/2008. Mr Thomas complimented the department as a whole and reported that the systems in operation were found to be robust with no fundamental areas of concern. Where improvement had been required, these areas had been actioned immediately.

It was noted that further reports would be presented to the next meeting.

RESOLUTION

It was RESOLVED that

The report be received and noted

9. TO RECEIVE AN UPDATE REPORT FROM THE EXTERNAL AUDITORS

Members expressed disappointment that the external auditors had been unable to prepare a report in time to present to the meeting.

10. TO SCRUTINISE THE AUTHORITY'S DEPARTMENTAL BUSINESS PLANS

Members gave consideration to the performance management report, which highlighted objectives in individual business plans which were currently off target. Guidance had been provided on reporting procedures and the future alignment of business plan objectives with the performance information provided in CorVu an overview of which was provided by Bob Rees.

The Clerk suggested that Members may wish to set up Task and Finish Groups to be comprised of three groups of three members, each group scrutinising two departmental business plans annually (or more if performance or other information indicated that further scrutiny was required). It was agreed that there should be a mixture of Service Delivery and Support functions scrutinised.

It was suggested that prior to each meeting of the Task & Finish Group Members would be sent the departmental business plan, the respective exception report and any specific relevant performance information. Prior to the scrutiny meeting Members would be briefed on the process and how to understand the business plans and targets information. The respective departmental manager would then take Members through the specifics of his/her business plan, allowing Members to question / clarify any points.

It was proposed that the three groups would meet during December 2007 and January 2008 so that feedback could be made to the next ordinary meeting of PRAC in February 2008.

RESOLUTION

It was RESOLVED that

The reports be approved and arrangements be made for the Task and Finish Groups to convene prior to the next ordinary meeting of Committee in February 2008.